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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)			Complete if Known		
			Application Number	10/687,703	
			Filing Date	October 20, 2003	
			First Named Inventor	Robert Scarano, et al.	
			Art Unit	N/A 2654	
			Examiner Name	Not Yet Assigned V. Paul Harper	
Sheet	1	of	1	Attorney Docket Number	436.006/09903737

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
CPA	AA	US-5,535,256	07-09-96	Maloney et al.	
CPA	AB	US-5,638,489	06-10-97	Tsuboka	
CPA	AC	US-6,603,854	08-05-03	Judkins et al.	
CPA	AD	US-6,263,049	07-17-01	Kuhn	
CPA	AE	US-6,408,064	06-18-02	Fedorov et al.	
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CPA	AJ	US-20020147592	10-10-02	Wilmot et al.	
CPA	AK	US-2002/0051522	05-02-02	Morrow et al.	
CPA	AL	US-2002/0156776	10-24-02	Davallou	
CPA	AM	US- 20010049601	12-06-01	Kroeker et al.	

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY*	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)			
	BA				

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¹ Applicant's unique citation designation number (optional). ² See attached Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the application number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

NON PATENT LITERATURE DOCUMENTS				
Examiner Initials	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²	
CPA	CA	"VorTecs Uses Fast-Talk to Power Intelligent Communication Solutions" pages 1-3		
CPA	CB	Geoffrey Giordano, "Integrating a Call Logger Into the Modern Contact Center", December 3, 2001, pages 1-6		
CPA	CC	Jeffrey Kingdon, "Computer Telephony Integration", November 28, 2001, pages 1-7		

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Examiner Signature	<i>V. Paul Harper</i>	Date Considered	7/8/04
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